



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

PERMIT PROCESS COORDINATOR

Class No. 003838

■ CLASSIFICATION PURPOSE

To manage and direct the activities of a Permit or Land Development Process Counter; to evaluate changing regulatory requirements to permit and land development processing; to coordinate building permit service delivery to the public; to oversee the implementation of changes and upgrades to the Automated Permit System (APS); to manage APS databases; to provide supervision, direction, and training in the permitting processes and procedures to staff; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Permit Process Coordinator is a first line supervisory class allocated to the Departments of Planning and Land Use and Public Works. Under the direction of a Chief, Land Use or DPW Program Coordinator, incumbents are responsible for the operation of the Permit Process function in the Building Division or Land Development Intake Counter. This function includes, but is not limited to, supervising the counter staff, receiving and responding to customer service requests, authorizing or denying the issuance of permits, coordinating the consistency and improving the delivery of services provided, improving and streamlining the Permit process, and representing the division at meetings with vendors and representatives from County departments or outside agencies.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Essential Functions:

1. Supervises, oversees, and coordinates the work of staff assigned to a public counter.
2. Answers the most difficult questions and assists customers with time sensitive permitting matters.
3. Attends meetings on building or land development permits, information technology, contract, and permit issues.
4. Provides information, assistance, and technical information to the public on all aspects of building and land development permits.
5. Works with contractors to ensure update and improvement of automated and telephone processes and programs supporting the delivery of permit activities in compliance with County ordinances, regulations or laws.
6. Assists in developing and overseeing the implementation of the customer service policies and procedures related to building and land development permit activities and the public counter and phone lines.
7. Reviews and monitors computer generated reports.
8. Monitors consistency of counter operations at different permit application sites.
9. Prepares training and procedures manuals for APS.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- The elements of planning and zoning as related to ordinances governing land use and zoning.
- Laws, ordinances and engineering issues pertaining to land development.
- Building construction methods and the drawing and reading of building plans and maps.
- Methods and techniques for analyzing and interpreting construction design plans, specifications, and working plans related to land use applications and permits.
- Automated systems used in the Building and Land Development divisions.
- Database management.

- Process improvement and streamlining of processes.
- State laws and municipal and County ordinances governing building, land use, and zoning matters.
- Contract management.
- Principles of management, supervision, and training.
- County customer service objectives and strategies.

Skills and Abilities to:

- Supervise, train, direct, control, and evaluate subordinates.
- Promote customer satisfaction with building/land development permit activities.
- Ensure and maintain operation conformance to applicable ordinances, regulations and laws.
- Interpret and apply zoning and land use/development regulations and planning concepts to difficult land use/development problems.
- Read, interpret, and research laws, rules and regulations, legal documents, legal descriptions, maps, architectural drawings, and building plans.
- Effectively communicate in both oral and written form.
- Gather, evaluate, and present information.
- Advise owners, architects, builders, and the general public on compliance with codes and regulatory practices.
- Perform work using automated equipment and establish automated system expertise.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is three (3) years of experience working for a California county or city that included interpreting the requirements of the Building Code, Zoning Ordinance, Land Development Ordinance, and Subdivision Ordinance for the public as they relate to construction, land development, and the use of buildings and land. At least one year of this experience must have been at the lead or supervisory level.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 30 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: October 7, 1999
Retitled: October 31, 2003
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Revised: June 23, 2006

Permit Process Coordinator (Class No. 003838)

Union Code: MM

Variable Entry: Y